DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-111/Archives-Records Management

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I.   Goals

        A.   Increase access to the State Archives collections.

        B.   Promote efficient and effective management of government records.

II.   Objectives and Policies

        A.   Collect and preserve permanent government records of enduring legal,
                historical or fiscal value from government agencies.

        B.   Make records available for access via the internet. Catalog records on
                KOHA, an online library database accessible via the web.

        C.   Develop and revise records retention and disposition schedules for the
                executive branch. Operate the State Records Center for the storage of
                non-current, non-permanent government records.

        D.   Promote efficient management of government records and work toward
                the preservation of the state's permanent electronic records.

        E.   Implement with teams from Archives, ICSD and State Civil Defense the
                delivery of records related emergency training on essential (vital) records
                for state and local government employees in conjunction with the Council
                of State Archivists and FEMA. Training to be completed in FY12.

III.   Action Plan with Timetable

        A.   Past Year Accomplishments

                1.   Archives: add/edited 31 bibliographic records in on-line catalog
                        KOHA which is accessible on the Internet; accessioned 972 cubic
                        feet of records and special collections; appraised, arranged and
                        described 58 cubic feet of records for public use; retrieved 23,685
                        records for researchers; translated 309 pages of Hawaiian language

records; serviced 9,022 researchers; scanned 29,211 images; made 4,384 records available via Archives' website (249,384 total online); and received more than 139,189 visitors to Archives online databases.

2. Records Center: received 3,609 cubic feet of records and 4,364 reels of microfilm; completed 1,186 records requests; and coordinated destruction of 2,367 cubic feet of expired records.

B. One Year

1. Archives: add/edit 100 bibliographic records to KOHA Integrated Library Catalog; accession 100 cubic feet of government records; appraise, arrange, and describe 100 cubic feet of records; retrieve 23,000 records for researchers; translate 350 pages of Hawaii language records; service 9,000 researchers; make 8,000 records available via the Archives' website; and receive 130,000 visitors to Archives online databases.

2. Records Center: schedule 5 records series; receive 3,400 cubic feet of records; service 1,500 records requests; and coordinate destruction of expired records.

C. Two Years

1. Archives: add/edit 200 bibliographic records to KOHA Integrated Library Catalog; accession 200 cubic feet of government records; appraise, arrange, and describe 200 cubic feet of records; retrieve 46,000 records for researchers; translate 700 pages of Hawaiian language records; service 18,000 researchers; make 16,000 records available via the Archives' website; and receive 260,000 visitors to Archives online databases.

2. Records Center: schedule 10 records series; receive 6,800 cubic feet of records; service 3,000 records requests; and coordinate destruction of expired records.

D. Five Years

1. Archives: add/edit 500 bibliographic records to KOHA Integrated Library Catalog; accession 500 cubic feet of government records; appraise, arrange, and describe 500 cubic feet of records; retrieve 115,000 records for researchers; translate 1,750 pages of Hawaiian language records; service 45,000 researchers; make 40,000 records

available via the Archives' website; and receive 650,000 visitors to Archives online databases.

2. Records Center: schedule 25 records series; receive 17,000 cubic feet of records; service 7,500 record requests; and coordinate destruction of expired records.

IV. Performance Measures

A. Customer Satisfaction measure: Monitor website use by the general public and their interest in information presented by analyzing statistical data on number of hits to what pages. Use information to improve the "look and feel" and information presented on the website. If there are suggestions and/or complaints, develop survey to evaluate customer satisfaction with the website.

B. Program Standard measure: In-house standards regulate service to the public and status-reports measure the output and effectiveness of our public service activities.

C. Cost Effectiveness measure – Compare records managements costs with private sector, in particular storage costs.